

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Bushey *et al.*
Serial No.: 10/679214
Date Filed: October 3, 2003
Confirmation No.: 5961
Group Art Unit: 2614
Examiner: Hong, Harry S.
Title: ***System, Method and Software for a User
Responsive Call Center Customer Service Delivery
Solution***

MAIL STOP AF
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

The undersigned certifies that this document was submitted to the U.S. Patent and Trademark Office via the electronic filing system (EFS) on the date indicated.

/joseph p lally/
Joseph P. Lally

April 8, 2009
Date

RESPONSE TO FINAL OFFICE ACTION

In response to the Final Office Action mailed October 8, 2008, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.

A petition extending the period for response is submitted herewith.